GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:3123
ANSWERED ON:22.03.2002
SPEEDY DISPOSAL OF PUBLIC GRIEVANCES
RAGHUVIR SINGH KAUSHAL

Will the Minister of FINANCE be pleased to state:

a. Whether the Income-tax Department in Delhi has issued instructions for speedy disposal of public grievances.

b. If so, the details thereof;

c. The action taken against officials who violate the instructions;

d. Whether CBDT plans to issue such instructions for the entire country for the benefit of all tax payers; and

e. If so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE(SHRI GINGEE N.RAMACHANDRAN)

(a)&(b) Yes Sir, the Income-tax Department in Delhi has issued instructions to the field formations for redressal of grievance petitions within 10 days of receipt of such petitions.

(c) Respective CCsIT monitor the disposal of grievances and takeappropriate action against the officers if there is any deliberate attempt on their part to delay matters.

(d)&(e) Citizen Charter issued by CBDT applicable all over the country has necessary guidelines on the subject. These guidelines provide for disposal of grievances within 30 days. CBDT impresses upon the CCsIT for the early disposal of grievances and monitors their performance in this area.